

FIG. 1

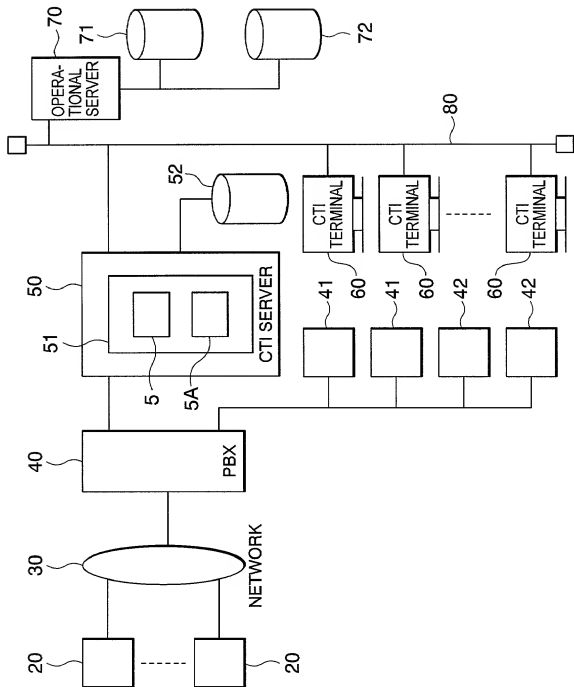


FIG. 2

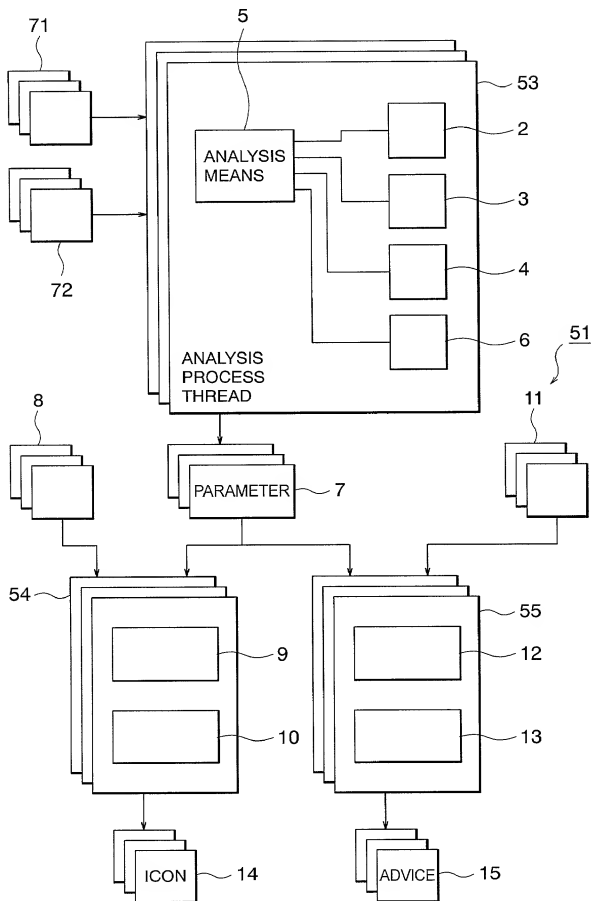


FIG. 3A

2

TELEPHONE NUMBER	NUMBER OF CALLS	INCOMING TIME
xxx-xxx-xxxx	5	10 : 32

FIG. 3B

3

TELEPHONE NUMBER	INDIVIDUAL DEALING CARD	INDIVIDUAL DEALING CARD
xxx-xxx-xxxx	1	3

	DURATION (SECONDS)	ACCUMULATED DURATION (SECONDS)	RATIO (%)	NUMBER OF TIMES
CONVERSATION	3	60	60	1
SPEECHLESS	2	5	5	
PAUSE	10	35	35	2

FIG. 3C

4

NUMBER OF TRANSFERS	TELEPHONE NUMBER	RELEVANT DEPARTMENT
0	xxx-xxx-xxxx	GENERAL AFFAIR SECTION
1	xxx-xxx-xxxx	THIRD BUSINESS SECTION
2	xxx-xxx-xxxx	FIRST BUSINESS SECTION

FIG. 3D

6

TELEPHONE NUMBER	NUMBER OF INCOMING CALLS	INCOMING CALL CARD	INCOMING CALL CARD
xxx-xxx-xxxx	3	1	3

NUMBER OF CALLS	INCOMING TIME
10	10 : 35

FIG. 4A

7A

WAITING TIME	FEELING INDEX
5 SECONDS	10
10 SECONDS	20

FIG. 4B

7B

NUMBER OF IN-COMING CALLS	POINT
1	0
2	3

FIG. 4C

7C

NUMBER OF TRANSFERS	POINT
1	4
2	8

FIG. 4D

7D

RATIO OF SPEECH-LESS PERIOD	FEELING INDEX
~5%	1
40%	10

FIG. 4E

7E

NUMBER OF SPEECH-LESS PERIODS	POINT
1	0
2	3

FIG. 4F

7F

TOTAL FEELING INDEX	ICON LEVEL
10~20	Smile2_1
50~60	Angry3_1

FIG. 4G

7G

TOTAL POINT	ICON LEVEL
1~3	Smile2_2
25~40	Angry3_2

FIG. 4H

FIG. 4I

ICON LEVEL	DISPLAY OF NUMBER OF TIMES	ICON TO BE DISPLAYED
Smile2_1	NO	Smile2_1.gif
Smile2_2	YES	Smile2_2.gif
Angry3_1	NO	Angry3_1.gif
Angry3_2	YES	Angry3_2.gif

NUMBER OF INCOMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	ADVICE
0~3	0	0	Advice 1
0	0~2	0	Advice 3
0	3~4	0	Advice 4
0	0	0~5	Advice 7

FIG. 4J

TOTAL FEELING INDEX	NUMBER OF INCOMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	TOTAL POINT	ICON 1 TO BE DISPLAYED	ICON 2 TO BE DISPLAYED
60	1	3	5(%)	33	Angry3_1.gif	Angry3_2.gif

FIG. 4K

ICON TO BE DISPLAYED AND THE LIKE	ADDRESS
Smile2_1.gif	ADDRESS a
...	...
Advice 1	ADDRESS b
...	...

FIG. 5

LIST OF NEGLECTS

CALLS FROM CLIENTS BELOW HAVE BEEN NEGLECTED.
CALL THEM NOW IF POSSIBLE AND ASK WHAT THEY WANT.

No	TELEPHONE NUMBER	NAME	NUMBER OF NEGLECTS	FINAL RECEPTION
1	022-456-1111	FUJIKO TATEBAYASHI	3	2000/3/2 16:23
2	023-321-3333	FUJIO KOYAMA	2	2000/3/2 14:10
3	022-234-4455	MICHIYO KAWASAKI	1	2000/3/1 17:30
4	022-289-5678	TOMIKICHI SHIKANUMA	1	2000/3/2 10:10

TO OUTGOING;
CALL SCREEN

END

FIG. 6

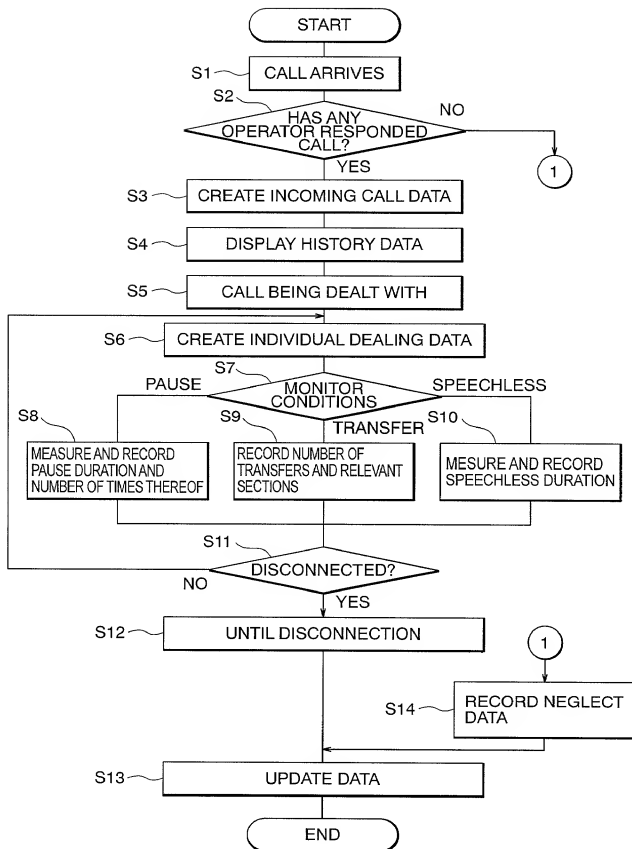


FIG. 7A

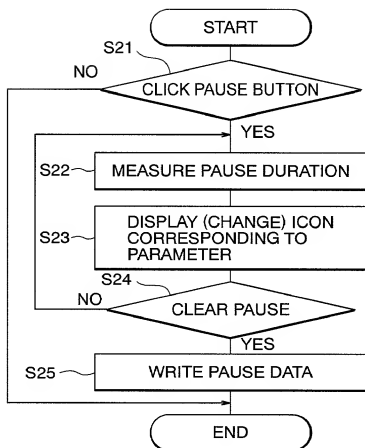


FIG. 7B

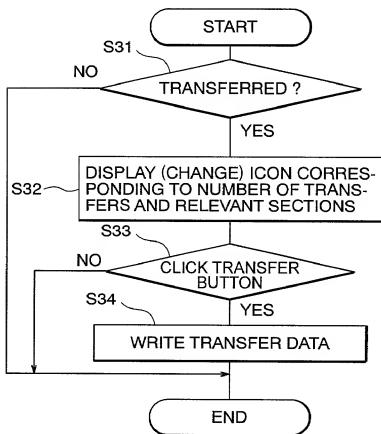


FIG. 8A

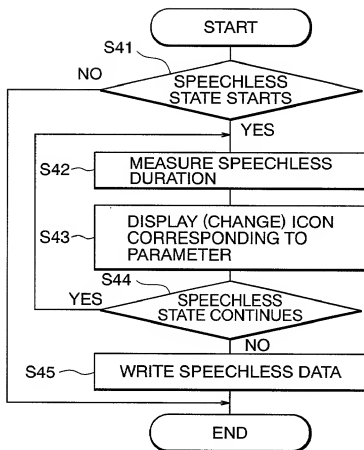


FIG. 8B

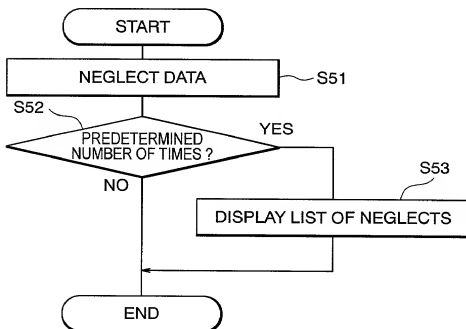


FIG. 9

<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">RECEIVING</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">KEPT CLIENT WAITING FOR 4 SECONDS</div> <div style="display: flex; border: 1px solid black;"> <div style="border-right: 1px solid black; padding: 2px; flex: 1;">TELEPHONE NUMBER</div> <div style="padding: 2px; flex: 2;">0223334444</div> </div> <div style="display: flex; border: 1px solid black; margin-top: 2px;"> <div style="border-right: 1px solid black; padding: 2px; flex: 1;">RETRIEVE TELEPHONE</div> <div style="border-right: 1px solid black; padding: 2px; flex: 1;">RETRIEVE ACCOUNT</div> <div style="padding: 2px; flex: 1;">RETRIEVE CLIENT NAME</div> </div>	<div style="border: 1px dashed black; padding: 5px; display: flex; justify-content: space-between;"> <div>ICON DISPLAY AREA</div> <div>ADVICE DISPLAY AREA</div> </div> <div style="display: flex; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px; flex: 1;">INCOMING CALL</div> <div style="border: 1px solid black; padding: 2px; flex: 1;">OUTGOING CALL</div> </div> <div style="display: flex; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px; flex: 1;">PAUSE</div> <div style="border: 1px solid black; padding: 2px; flex: 1;">DISCONNECT</div> </div>	
<div style="display: flex; justify-content: space-between; width: 100%;"> CLIENT INFORMATION DEALING HISTORY DEALING PATTERN </div>		
<div style="display: flex;"> <div style="flex: 2; border: 1px solid black; padding: 5px;"> <p style="font-size: small; margin: 0;"> 99/09/08 16:45:48 OPERATOR: SACHIKO SATO CONDITIONS OF CLIENT: NORMAL INQUIRY: CLIENT HAS NOT RECEIVED PAMPHLET HE OR SHE REQUESTED ON 9/1 ACTION: CHECK FOR DELIVERY → NOT FOUND IN DELIVERY LIST (INTERNAL COMMUNICATION FAILURE?) TAKE IMMEDIATE ACTION (PERSON IN CHARGE: SASAKI OF FIRST BUSINESS SECTION) </p> <p style="font-size: small; margin: 0;"> 99/09/12 16:45:48 OPERATOR: KEIKO ABE CONDITIONS OF CLIENT: FAVORABLE INQUIRY: PROCEDURE FOR SUBSCRIPTION TO NEW SERVICE ACTION: EXPLAIN SERVICE AND HOW TO FILL IN APPLICATION FORM </p> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 10px;"></div> </div> <div style="flex: 1; border-left: 1px solid black; padding-left: 5px; margin-left: 5px;"> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> OPERATOR TATSUO FUJI </div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> CONDITIONS OF CLIENT FAVORABLE ▼ </div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; padding: 2px; margin-top: 10px; display: flex; justify-content: space-between;"> PLAY PAUSE STOP REC </div> <div style="border: 1px solid black; padding: 2px; margin-top: 5px; text-align: center;"> REGISTER COMMENT </div> </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">0223334444 0191112222</div> <div style="border: 1px solid black; padding: 2px;">2:15PM FEBRUARY 14 (MON.)</div> </div> <div style="width: 60%; border: 1px solid black; padding: 2px; text-align: center;"> INTO INCOMING CALL WAITING STATE </div> </div>		

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FIG. 10BFIG. 10CFIG. 10D


RINGING			KEPT CLIENT WAITING FOR TOO LONG TIME APOLOGIZE CLIENT FOR WAITING FOR LONG TIME	
KEPT CLIENT WAITING FOR 30 SECONDS				
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	DISCONNECT	
		PAUSE		

FIG. 11A

THE CALL HAS BEEN TRANSFERRED THREE TIMES



RECEIVING KEPT CLIENT WAITING FOR 4 SECONDS			 		3 TOO MANY TRANSFERS. AVOID FURTHER TRANSFERS, AND ASK WHAT CLIENT WANTS AND CALL BACK.
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	RELEVANT SECTIONS 1-FIRST BUSINESS SECTION, 111-1131 3-FIRST BUSINESS SECTION, 111-1131 2-THIRD BUSINESS SECTION, 111-1133 1-GENERAL AFFAIR SECTION, 111-1112
CLIENT INFORMATION			DEALING HISTORY		

FIG. 11B

NO CONVERSATION


RECEIVING KEPT CLIENT WAITING FOR 4 SECONDS					NO CONVERSATION. IF YOU ARE FORCED TO KEEP CLIENT WAITING OR ARE AT LOSS FOR WORDS, CALL BACK AFTER INVESTIGATIONS.
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

FIG. 11C

INCOMING CALL NEGLECTED FOUR TIMES TODAY



RECEIVING KEPT CLIENT WAITING FOR 4 SECONDS			 		4 FAILED TO RESPOND TO INCOMING CALL FOUR TIMES. APOLOGIZE TO CLIENT.
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

FIG. 12

RINGING KEPT CLIENT WAITING FOR 20 SECONDS		RETRIEVE TELEPHONE NUMBER		0223334444		RETRIEVE CLIENT ACCOUNT		RETRIEVE CLIENT NAME		INCOMING CALL		OUTGOING CALL		PAUSE		DISCON- NECT	
CLIENT INFORMATION				DEALING HISTORY				DEALING PATTERN									
MAIL ACCOUNT		5		taro 01		CLIENT INDIVIDUAL (GENERAL)											
CLIENT NAME		TARO YAMADA															
ADDRESS		980-0011		TOKYO JAPAN													
ACCESS POINT		AP TOKYO		SERVICE STARTED ON:		99/01/07											
CONTENTS OF CONTRACT		PERSONAL CONTRACT (GENERAL)		¥ 2,000		99/01/07											
CONTENTS OF CONTRACT 2		WWW INFORMATION ORIGINATING SERVICE		¥ 14,000		99/06/17											
CONTENTS OF CONTRACT 3																	
0223334444 0191112222 2:15PM FEBRUARY 14 (MON.)				INTO INCOMING CALL WAITING STATE													